

Date: 24/01/2018

FREEDOM OF INFORMATION REQUEST FOI/013860 – Hospital systems

May I please ask:

1. What FOI/DPA/SAR software system is currently in use
2. Does it offer redaction capability?
3. The supplier of this system?
4. Set up cost?
5. Annual cost?
6. Or contract value?

For FOI's the Trust uses a system that has been designed in house by one the Trust's Senior Systems Developers.

SAR - When a copy of patient's notes are requested, our Access to Health Records Team use an in house system that was designed by one of the Trust's Systems Developers to log the requests.

Police requests are also recorded on an in house system developed by the Trust's Systems Developers.

The Trust also has an incident reporting system, Datix, which is used throughout the Trust to log complaints, and incidents. Complaints, PALS and the Claims Departments are a few of the areas that use this system.

The Trust started using Datix back in 2010 and we have a Datix Business Analyst who manages the system. Datix is a stand alone package which can be build/added to to suit individual needs.